

# Email User Group Minutes/Deliverables

1/22/2008  
1:30 2:30PM  
100 N. 15<sup>th</sup> Ave, Suite 400A

**Meeting called by:** Lori Boak

## **Objective:**

Based on the Governor's initiative to be able to contact every state employee by email, ADOA has offered to facilitate an information exchange forum surrounding the subject of email and its use within state government.

Potential Stakeholders include the Arizona State Library, Archives and Public Records (ASLAPR - Records Management), Government Information Technology Agency (GITA - Statewide Policies and Procedures) and all Agencies, Boards and Commissions.

## **Agenda:**

Introductions

Feasibility of forming a Statewide Email User Group

- Structure
- Communication Plan
- Objectives
- Membership Criteria
- Working Committees

Issues and Concerns

Future Meeting Schedule

- Frequency
- Length

# Minutes/Deliverables

Lori Boak addressed the group and laid the foundation for the purpose of the meeting and the role that ADOA is to play in the future. The main points were:

- The goal is to establish a process and technology through collaboration and working committees to facilitate the consolidation and federation of email systems in the state
- ADOA will act as a facilitator utilizing the ISD/PMO
- The Governor's office has been looking for a statewide mechanism to communicate with state employees for over 7 years
- The current method used to contact state employees is the use of AzGU STARS system which, in a recent usage, required three days to distribute a message
- The effort requires that we understand who the stakeholders are and that we solicit high level buy-in for both Strategic and Tactical implementation activities
- GITA has created an Email Users Group website as a repository for information regarding this project
- The majority of email is now being facilitated through the use of Microsoft's Outlook and Novell's GroupWise
- Many smaller agencies now use POP3 technology with a multitude of outside sources. ISD is working with several organizations to transfer them on to an enterprise Outlook system

Key points discussed following the opening remarks were:

#### GITA

- Discussed the survey results
- Discussed the need for small agency input in this project
- GITA Statewide Policy 401: Email Use (Rev 3.0), has been approved and posted on the GITA website. It can be viewed at: [http://www.azgita.gov/policies\\_standards/pdf/p401%20email%20use%20policy.pdf](http://www.azgita.gov/policies_standards/pdf/p401%20email%20use%20policy.pdf)

#### ADOA

- Some agencies have been moved from POP3 accounts (approximately 200 of 700 current users) Enterprise Outlook. ISD will continue to move forward with this effort and will brief progress at future meetings
- Confidentiality of information is critical
- SPO has not set any restrictions on technology options for email and has allowed agencies to make their own choices. This practice has led to the number of disparate systems currently in use.
- There are some parallel efforts underway to understand, define and implement Identity Manager within HRIS

#### DPS

- Functional requirements will need to be addressed prior to any project planning or initiation
- Risk of data integrity, accessibility, exchange, etc. is a concern that should be addressed throughout the group's efforts
- What models are other states using to address similar issues?

#### Governor's Office

- Email communications are currently sent to key individuals at agencies and then the agencies "push out" to their employees on a mass scale

The meeting then turned into a brain storming session to define the goals and objectives of the Statewide Email Users Group, with the following points being brought forward in no particular order:

1. Create, expand and clarify policies related to email (GITA, ASLAPR)
2. Sharing Information
3. Email usage
4. Tracking
5. Best Practices
6. Scale (Small/Medium/Large) groups
7. Communication of policies, procedures and awareness
8. Compliance
9. Audit (Requirements, capabilities, depth of capability...)
10. Encryption (How, when and what to encrypt?)
11. User training
12. Technical Implementation (models, standards, recommendations...)
13. Discovery and legal implications
14. Privacy for certain classes of email (ties to data classification)
15. Compliance with open record laws versus privacy
16. Data backup, storage and "Archiving" - ASLAPR retention requirements (space, compliance)
17. Records versus email (How does the User Group recommend this be addressed?)
18. Consolidation/Federation (Directories?, HRIS?, Master email accounts – Short term vs. long term goals)

Planned Agenda for February 19 meeting:

- Brief synopsis of other state's email systems (Colorado, Georgia, New Mexico...) by GITA and DPS
- Prioritization of the brain storming points mentioned above
- Development of working committees

Please note the dates of 2008 meetings:

<del>January 22</del>	July 15
February 19	August 19
March 18	September 16
April 15	October 21
May 20	November 18
June 17	December 16

The next meeting will be held in **Room 400A** of ADOA on **February 19<sup>th</sup>** from 1:30 – 2:30.

All agendas, minutes, presentations and other communications can be at the Statewide Email Users Group on the GITA website:

<http://www.azgita.gov/councils%5Fcommittees/emailgroup/>

Future Agenda Topics:

- Review of Executive order 2008-10
- Scope and Objectives for the group
- Workgroup requirements and definition
- Project planning

Prior to the next meeting, please take a shot at prioritizing the points mentioned above by using the form on the next page.

**Goal****Priority**

- Create, expand and clarify policies related to email (GITA, ASLAPR)
- Sharing Information
- Email usage
- Tracking
- Best Practices
- Scale (Small/Medium/Large) groups
- Communication of policies, procedures and awareness
- Compliance
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- Data backup, storage and “Archiving” - ASLAPR retention requirements (space, compliance)
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- Consolidation/Federation (Directories?, HRIS?, Master email accounts  
Short term vs. long term goals)

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